Avaya 7406E Digital Mobile Handset Release Notes

Avaya Business Communications Manager

Document Status: **Standard**

Document Number: **NN40110-400**

Document Version: **01.01**

Date: **June 2010**

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Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

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Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com or go to one of the pages listed in the following sections.

Navigation

- "Getting technical documentation" (page 5)
- "Getting product training" (page 5)
- "Getting Help from a distributor or reseller" (page 5)
- "Getting Help from a distributor or reseller" (page 5)

Getting technical documentation

To download and print selected techical publications and release notes directly from the Internet, go to www.avaya.com/support.

Getting product training

Ongoing product training is available. For more information or to register you can access the Web site at www.avaya.com/support. From this web site, you can locate the Training contacvts link on the left-hand navigation pane

Getting Help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at www.avaya.com/support.

Release notes

This guide lists the release notes associated with the Avaya 7406E Digital Mobile Handset.

Known anomalies

Battery connections fail on drop

The metal connectors to the battery can deform (flatten), which causes a loss of contact with the battery when the handset is dropped at a certain angle. This problem is reproducible. The frequency at which this problem occurs depends on how often you drop the handset. Avoid dropping the handset. If you drop the handset accidentally and the phone does not regain power, remove the back cover of the battery case and use a pocket knife to gently lift the metal tabs that connect to the bottom of the battery.

This problem will be fixed with the next iteration of hardware.

Q01462395

Every time a ring occurs, an invasive mute is performed on the original audio. Currently the minimum period for the tone is 75 ms

During an active call, there is a beep to indicate an incoming call. During this beep, the handset voice path is muted to prevent the beep from being transmitted in the conversation to the other party. Avaya recognizes that this is disruptive to daily business phone conversations, and is currently working on a solution to provide users with an indication of an incoming call.

Q01510539

Volume up/down on handsets seems to affect normal speech path on calls

The following warning tones will be generated and could effect the voice path:

- Out of the range
- Run out of the battery
- Incoming second call
- Incoming message
- Reaching the Max. or Min. volume level.

Q01464903

When using some headset versions, there is a strong buzzing noise

With the variety of headset manufacturers in the market place, there are some headsets that do not provide adequate filtering. A slight buzzing sound can be present on the headset, as well as at the far end. Occurrence is random with the variety and quality of headsets in the market place. Current trials suggest that Plantronics headsets tend to perform better on the telephone than those made by other manufacturers.

Q01513184

Voice path not present after base station reboot

There is a chance that when the base station powers up for the first time, the first call can experience no voice path. Avaya believes that this problem is fixed. It is currently under internal verification in the latest software build. If the user experiences this no voice path issue, press the handsfree button and then release the call. You can then operate the handset as normal.

Q01514285

Assigned port identification number after the deregistration fails causing problems on other handsets

This issue affects users with two or more handsets on a base station. When you deregister a handset from the base station in maintenance mode, and then try to re-register that handset with the same, or a different, system identification number greater than 1, the system assigns a system identification of 1. This interferes and causes corruption with the current set that is assigned with a system identification of 1.

The solution is still under development review. The current solution is to set the dip switches on the back of the base station to deregister mode. This means that all the handsets currently registered to that base station must now be registered again one at a time. There are currently no issues with re-registering handsets after using this mode to deregister the handsets.

Q01514272

Dropped calls

There have been a small number of reported instances where calls have been dropped. These are still under investigation and the circumstances around the dropped calls are not completely defined. If a dropped call is experienced, contact us as soon as possible, and let us know the following:

- Was it an internal or external call?
- What events lead up to the dropped call?
- Were there any unusual messages displayed on the handset?
- How far were you from the base station?
- Did the handset reset?

ATTENTION

As described in the cover letter you received with the telephone, Avaya strongly recommends that you use this handset cautiously under controlled circumstances. Do not use this handset in business-sensitive situations until your distributor upgrades your trial phone with improved software from Avaya.

Battery life

Talk time varies with the use of the handset. Talk time is about 5 hours, but this depends on the number of times the user presses the keypad to enable the back-lighting of the keypad. Users have experienced as little as two hours total talk time when using this handset as a primary set. During an active call, the back-lighting is disabled after one minute to save on power, but activates again every time you press a key on the handset.

Avaya recognizes this as an important issue that must be resolved and is currently working on a solution.

Handset plastics can crack open at the seams after being dropped

The design specifications of the handset are to withstand a six foot drop. There have been instances where the handset opened up after being dropped from one or two feet (particularly when the belt clip is attached to the back of the phone). Avoid dropping the handset. Avaya intends to increase the robustness of the plastics design.

Call on Hold cannot go into sleep mode

As per design intent, to save battery life, a call placed on hold goes into sleep mode after one minute of being inactive (that is, if you do not press a key or transmit voice). This occurs on all external and internal calls. The calls are not dropped because the base station keeps the link to the KSU alive. Press the keypad or a line indicator key to activate the LEDs and show which line is on hold.